



CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES

VOLUME 6: HEALTH INFORMATION MANAGEMENT	Effective Date: 03/2018
CHAPTER 13	Revision Date:
6.13.2 HEALTH RECORD APPLICATION/SYSTEM DOWNTIME CONTINGENCY PLAN PROCEDURE	Attachments: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

I. PROCEDURE OVERVIEW

California Correctional Health Care Services, Health Information Management (HIM) shall maintain a Health Record Application/System Downtime Contingency Plan (Plan) to ensure continuity of care and documentation for all patients in the event the Electronic Health Record System (EHRS) is not available during scheduled and non-scheduled downtimes.

II. RESPONSIBILITY

- A. Under the direction of the Deputy Director, Medical Services, HIM Headquarters, Institution Health Records, and Health Record Center staff are responsible for the oversight, implementation, monitoring and evaluation of this procedure.
- B. The Chief Executive Officer, or designee, has overall responsibility for local implementation of the Plan and shall ensure that a Local Operating Procedure is established to provide site-specific direction.
- C. The Health Program Manager III (HPM III) at the Health Record Center has overall responsibility for local implementation of the Plan and shall ensure that a Local Operating Procedure is established to provide site-specific direction.

III. DEFINITIONS

Downtime: The period of time when the EHRS and/or other electronic information system is not operational or available for use.

IV. PROCEDURE

A. Plan maintenance and implementation

- 1. The Headquarters HIM Program shall maintain the Plan which shall be reviewed and updated at least annually to reflect current practices and enhancements to EHRS.
- 2. Institution health care and Health Record Center staff shall activate downtime procedures as directed in the Plan.

- B. The Plan can be accessed electronically via Lifeline at the following link: <http://lifeline/ExecutiveOperations/ECHOS/Documents/EHRS%20Interdisciplinary%20Downtime%20Procedures.pdf>. The institution Health Record Technician II, Supervisor, shall ensure that a printed copy is available to all staff within the institution and inform staff where the printed copies are stored. The Plan shall include, but is not limited to:

- 1. Types of downtime
- 2. Roles and responsibilities
- 3. Incident Commander
- 4. Communication process during downtime
- 5. Downtime viewer, forms, and supporting materials
- 6. Recovery phase, including scanning procedures

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7. Downtime companion documents specific to:

- a. Dental
- b. Dietary Services
- c. Health Information Management
- d. Laboratory
- e. Medical Providers
- f. Mental Health
- g. Nursing
- h. Pharmacy
- i. Radiology
- j. Registration Services
- k. Medical Scheduling

C. Training

All institution health care and Health Record Center staff shall be trained in downtime procedures and updates. A system for orientation shall be maintained by the HPM III at the Health Record Center and the Health Record Technician II at institutions.

V. REFERENCES

- California Code of Regulations, Title 22, Division 5, Chapter 12, Article 5, Section 79803 Health Record Service, and Section 79807, Inmate-Patient Health Record Availability